

SEA Card Program



What Is the SEA Card Program?

The mission-critical Ships' bunkers' Easy Acquisition (SEA) Card Program, sponsored by DESC, provides DoD and Coast Guard personnel with a means to procure bunker fuel and related services. Program customers will utilize SEA Cards to purchase bunker fuel and fuel-related services at both DESC contract and non-contract marine merchants located around the world.

The SEA Card Program contractor, a company contracted by DESC, will be responsible for processing SEA Card transactions, billing DESC for fuel purchases, and billing SEA Card customers for all fuel-related purchases. In addition, the SEA Card Program contractor will provide program support to DESC, card-accepting merchants, and program customers. DESC recently awarded MSC the SEA Card Program contract.

Because of its proven ability to deliver fuel to the most remote locations, strong marine program and history of government service, MSC selected the BP Group as its secondary offeror for the SEA Card Program. Together, MSC-BP will work to efficiently source quality fuels to DESC-required locations.



Who Is Multi Service Corporation (MSC)?

For more than 26 years, MSC has been developing and managing specialized transaction processing programs to match the precise specifications of its clients *and* their valued customers. In addition, MSC has managed its own proprietary MS Marine Program, a program based upon corporate marine charge card. MSC is an internationally respected transaction processor with offices in the United States, Mexico, Australia, the Netherlands, and experience processing transactions originating in more than 190 countries.

What Benefits Will MSC Offer SEA Card Customers?

As the new SEA Card Program contractor, MSC has developed a program to offer customers a convenient means to procure bunker fuel. SEA Card Program customers will utilize a secure web system to schedule fuel deliveries and view and approve the resulting transaction details. MSC has incorporated functionalities to make SEA Card Program participation convenient and beneficial for DoD customers like you.

The list below outlines just some of the functionalities MSC will incorporate into the new SEA Card Program.

- **Increased Card Acceptance**

MSC is committed to continually expanding the network of SEA Card-accepting merchants. MSC has established an agreement with BP Marine to add SEA Card acceptance at all their marine locations. With the inclusion of BP Marine merchants, MSC can offer customers SEA Card acceptance at more than 150 locations not currently contracted with DESC.

- **Increased Service Levels**

MSC-BP will manage a Program Support team to assist customers with inquiries and requests. Program Support will be available 24 hours a day, 365 days a year by telephone, fax and email. To ensure your program satisfaction, Program Support will adhere to strict service levels designed to ensure you receive professional support in a timely manner.

- **Program Training Opportunities**

MSC recognizes that effective training for all program participants is critical to the success of any transaction processing program. MSC has developed training seminars, online training references, and additional training measures to strengthen the SEA Card Program. These resources will help you learn to take advantage of every benefit the SEA Card Program offers.

- **Billing Capabilities**

MSC will allow SEA Card Programs customers to select their preferred measurements, languages and currencies from an available list upon their inclusion in the SEA Card Program. MSC will store these preferences in its secure program database and generate and distribute invoices to customers in the measurements, languages, and currencies they select.

- **Efficient Card Creation**

MSC uses in-house embossers to encode and emboss cards, allowing MSC to issue, perform quality assurance checks, and distribute cards to customers quickly. MSC is committed to issuing and distributing SEA Cards to program customers the very same business days requests are received. In addition, MSC can provide card numbers to new program customers immediately after their inclusion in the program, allowing new customers to begin their participation without waiting to receive cards.

- **Duplicate Bill Filters**

MSC has incorporated duplicate bill filters into its SEA Card processing system. These filters check designated transaction fields for repetition. If repetition is detected, the invoices are flagged as possible duplicates and investigated further. Using these duplicate bill filters, MSC will minimize the number of duplicate invoices submitted to customers through the SEA Card Program.

- **Online Account Access**

MSC will introduce a real-time web system to complement the SEA Card Program. With usernames and passwords, program customers can use the system to access their own account and transaction information. The web system will also include a vendor locator, functionality to enable customers to dispute and approve transactions online, and functionality to enable customers to create ad hoc management reports.